

What is claimed is:

- 1) An Internet-website-client-server-assisted system, relating to providing on-location electronics troubleshooting services, comprising the steps of:
  - a) registering customer information relating to at least one customer;
  - b) registering technician information relating to at least one technician having electronics-technician abilities relating to providing such on-location electronics troubleshooting services;
  - c) maintaining a database, on at least one Internet website client server, of such customer information relating to such at least one customer;
  - d) maintaining a database, on such at least one Internet website client server, of such technician information relating to such at least one technician;
  - e) collecting automatically, using such at least one Internet website client server, at least one fee from such at least one customer relating to such on-location electronics troubleshooting services;
  - f) receiving, on such at least one Internet website client server, requests relating to such on-location electronics troubleshooting services from such at least one customer;

- g) notifying automatically, using such at least one Internet website client server, such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer;
  - h) receiving on-location electronics troubleshooting service information, on at least one Internet website client server, from such at least one technician; and
  - i) maintaining a database, on such at least one Internet website client server, of such on-location electronics troubleshooting service information.
- 2) The Internet-website-client-server-assisted system according to Claim 1 wherein such at least one customer and such at least one technician are sufficiently co-located within geographical areas to provide appropriate response times.
- 3) The Internet-website-client-server-assisted system according to Claim 2, wherein such step of receiving on-location electronics troubleshooting service information by such at least one technician comprises the steps of:
- a) receiving start time of such on-location electronics troubleshooting service, on such at least one Internet website client server, from selected such at least one technician;

- b) receiving end time of such on-location electronics troubleshooting services, on such at least one Internet website client server, from selected such at least one technician;
  - c) storing such start time of such on-location electronics troubleshooting service on such at least one Internet website client server; and
  - d) storing such end time of such on-location electronics troubleshooting service on such at least one Internet website client server.
- 4) The Internet-website-client-server-assisted system according to Claim 3 further comprising the steps of:
- a) receiving indication of any need relating to repair service, on such at least one Internet website client server, from such selected at least one technician;
  - b) receiving indication of selected type of such repair service, on such at least one Internet website client server, from such selected at least one technician;
  - c) storing such indication of any need relating to repair service on such at least one Internet website client server;
  - d) storing such selected type of such repair service, on such at least one Internet website client server;

- e) selecting such at least one repair service of such selected type of repair service; and
  - f) notifying such selected at least one repair service to contact such at least one customer.
- 5) The Internet-website-client-server-assisted system according to Claim 3 further comprising the steps of:
- a) receiving customer satisfaction evaluation from such selected at least one technician; and
  - b) storing such customer satisfaction evaluation.
- 6) The Internet-website-client-server-assisted system according to Claim 2, wherein such step of collecting automatically, using such at least one Internet website client server, at least one fee from such at least one customer relating to such on-location electronics troubleshooting services comprises the steps of:
- a) agreeing to at least one payment of a specified amount by such at least one customer; and
  - b) receiving such at least one payment.
- 7) The Internet-website-client-server-assisted system according to Claim 6, wherein such step of receiving such at least one payment comprises the steps of;
- a) providing of credit card account information by such at least one customer;

- b) storing such at least one credit card account information, on at least one Internet website client server, relating to such at least one customer;
  - c) authorizing at least one charge to such credit card account of such at least one customer;
  - d) storing such authorization of at least one charge to such credit card account, on at least one Internet website client server, of such at least one customer;
  - e) requesting at least one payment from such at least one credit card account on behalf of such at least one customer; and
  - f) recording such at least one payment, on at least one Internet website client server, on behalf of such at least one customer.
- 8) The Internet-website-client-server-assisted system according to Claim 7, wherein such step of requesting at least one payment from such at least one credit card account on behalf of such at least one customer comprises the step of requesting such at least one payment from such at least one credit card account on behalf of such at least one customer substantially automatically at pre-determined intervals.

- 9) The Internet-website-client-server-assisted system according to Claim 7, wherein such step of requesting at least one payment from such at least one credit card account on behalf of such at least one customer comprises the step of requesting such at least one payment from such at least one credit card account on behalf of such at least one customer at completion of on-location electronics troubleshooting services by such at least one technician.
- 10) The Internet-website-client-server-assisted system according to Claim 2 further comprising the steps of:
- a) notifying such at least one customer requesting such on-location electronics troubleshooting services of estimated time of arrival of notified such at least one technician; and
  - b) providing such on-location electronics troubleshooting services to such at least one customer.

- 11) The Internet-website-client-server-assisted system according to Claim 10 wherein such step of notifying such at least one customer requesting such on-location electronics troubleshooting services of estimated time of arrival of notified such at least one technician comprises the steps of:
  - a) providing to such at least one customer such estimated time of arrival by such notified such at least one technician; and
  - b) recording such estimated time of arrival provided by such notified such at least one technician.
- 12) The Internet-website-client-server-assisted system according to Claim 10 further comprising the steps of:
  - a) providing such on-location electronics troubleshooting services to such at least one customer at any time of day; and
  - b) providing such on-location electronics troubleshooting services to such at least one customer on any day.
- 13) The Internet-website-client-server-assisted system according to Claim 2, wherein such step of registering customer information relating to at least one customer further comprises the steps of:
  - a) recruiting such at least one customer;

- b) obtaining agreement from such at least one customer to pay for such on-location electronics troubleshooting services;
  - c) recording such customer information, on at least one Internet website client server, relating to such at least one customer;
  - d) wherein such customer information comprises
    - i) service location address;
    - ii) at least one contact name;
    - iii) at least one contact telephone number; and
  - e) assigning such service location address to at least one geographic dispatch area.
- 14) The Internet-website-client-server-assisted system according to Claim 13, wherein such customer information further comprises:
- a) customer name;
  - b) customer billing address;
  - c) customer email address;
  - d) customer credit card number; and
  - e) customer credit card number expiration date.
- 15) The Internet-website-client-server-assisted system according to Claim 13 further comprising the steps of:
- a) providing on-location assistance relating to implementation of such on-site customer interface



- module of such Internet-website-client-server-assisted system to such at least one customer; and
  - b) providing on-location usage training relating to such on-site customer interface module of such Internet-website-client-server-assisted system to such at least one customer.
- 16) The Internet-website-client-server-assisted system according to Claim 2, wherein such step of registering technician information relating to at least one technician having electronics-technician abilities relating to providing such on-location electronics troubleshooting services comprises the steps of:
- a) establishing a plurality of qualification criteria relating to selecting such at least one technician;
  - b) wherein such qualification criteria comprise
    - i) geographic location of residence of such at least one technician, and
    - ii) required minimum competency levels relating to electronics-technician abilities; and
  - c) recruiting such at least one technician; and
  - d) recording technician information, on at least one Internet website client server, relating to selected such at least one technician;
  - e) wherein such technician information comprises

- i) technician name,
  - ii) technician home address,
  - iii) technician home telephone number,
  - iv) technician email address, and
  - v) technician electronics-technician skills;
- f) selecting such at least one technicians using such plurality of qualification criteria;
- g) assigning such selected at least one technician a unique identification number;
- h) assigning such technician home address to at least one geographic dispatch area; and
- i) implementing at least one technician user interface module of such Internet-website-client-server-assisted system.
- 17) The Internet-website-client-server-assisted system according to Claim 16, wherein such technician information further comprises:
- a) technician cellular phone number; and
  - b) technician pager number.

- 18) The Internet-website-client-server-assisted system according to Claim 2 wherein such step of receiving, on such at least one Internet website client server, requests relating to such on-location electronics troubleshooting services from such at least one customer comprises the steps of:
- a) inputting of login identification information, on such at least one Internet website client server, from such at least one customer;
  - b) validating login identification information from such at least one customer;
  - c) receiving confirmation of accuracy, on such at least one Internet website client server, of such customer information;
  - d) receiving contact information, on such at least one Internet website client server, relating to such current at least one on-location electronics troubleshooting request;
  - e) submitting of at least one problem description relating to such current at least one on-location electronics troubleshooting request by such at least one customer; and
  - f) receiving of such at least one problem description relating to such current at least one on-location electronics troubleshooting request, on such at least

one Internet website client server, from such at least one customer.

- 19) The Internet-website-client-server-assisted system according to Claim 2, wherein such step of notifying automatically, using such at least one Internet website client server, such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer comprises the steps of:
- a) selecting such at least one technician using dispatch selection criteria;
  - b) wherein such dispatch selection criteria comprises
    - i) identifying at least one of such at least one technician assigned to such same geographic dispatch area as such service location of such at least one customer requesting on-location electronics troubleshooting services, and
    - ii) identifying at least one such technician having greatest elapsed time since such last notification; and
  - c) notifying such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer; and

- d) recording time of such notification, on such at least one Internet website client server, of such at least one technician.
- 20) The Internet-website-client-server-assisted system according to Claim 2 further comprising the steps of:
- a) receiving at least one work shift start request, on such at least one Internet website client server, from such at least one technician;
  - b) storing time of day and date of receipt of such work shift start request, on such at least one Internet website client server, from such at least one technician;
  - c) sending confirmation of start of work shift to such at least one technician;
  - d) receiving at least one end of work shift request, on such at least one Internet website client server, from such at least one technician;
  - e) storing time of day and date of receipt of such at least one end of work shift request, on such at least one Internet website client server, from such at least one technician; and
  - f) sending confirmation of end of work shift to such at least one technician.

- 21) The Internet-website-client-server-assisted system according to Claim 20 further comprising the step of presenting planned shift scheduling to such at least one technician.
- 22) The Internet-website-client-server-assisted system according to Claim 2 further comprising the steps of:
  - a) preparing text-based reports; and
  - b) preparing graphical reports.
- 23) An Internet website client-server computer system relating to providing on-location electronics troubleshooting services comprising, in combination:
  - a) computer interface and storage means for registering customer data relating to at least one customer;
  - b) computer interface and storage means for registering technician data relating to at least one technician having electronics-technician abilities relating to providing such on-location electronics troubleshooting services;
  - c) database means for maintaining a database of such customer data relating to such at least one customer;
  - d) database means for maintaining a database of such technician data relating to such at least one technician;
  - e) computer processor means for managing collecting at least one fee from such at least one customer relating

- to such on-location electronics troubleshooting services;
  - f) computer interface and storage means for receiving requests relating to such on-location electronics troubleshooting services from such at least one customer;
  - g) computer processor and communications-device means for automatically notifying such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer; and
  - h) computer interface and storage means for recording on-location electronics troubleshooting service information.
- 24) The Internet website client-server computer system according to Claim 23 further comprising:
- a) computer processor means for substantially fully automating such dispatching of such at least one technician to such at least one customer relating to such on-location troubleshooting.
- 25) The Internet website client-server computer system according to Claim 24 further comprising:
- a) computer processing means for selecting such at least one technician using dispatch selection criteria;
  - b) wherein such dispatch selection criteria comprises

- i) such at least one technician assigned to such same geographic dispatch area of such at least one customer requesting on-location electronics troubleshooting services, and
  - ii) such at least one technician having greatest elapsed time since last such dispatch; and
  - c) communications device means for notifying such at least one technician to provide such on-location electronics troubleshooting services requested by such at least one customer; and
  - d) computer processor means for recording time of such notification of such at least one technician.
- 26) The Internet website client-server computer system according to Claim 23, wherein such computer processor means for managing collecting at least one fee from such at least one customer relating to such on-location electronics troubleshooting services further comprises:
- a) computer interface and storage means for receiving credit card account information from such at least one customer;
  - b) computer processor and communications means for requesting payment from such at least one credit card account on behalf of such at least one customer; and



- c) computer processor means for recording such payment on behalf of such at least one customer.
- 27) The Internet-website-client-server-assisted system according to Claim 26, wherein such computer processor and communications means for requesting payment from such at least one credit card account on behalf of such at least one customer comprises computer processor and communications means for requesting such at least one payment from such at least one credit card account on behalf of such at least one customer substantially automatically at pre-determined intervals.
- 28) The Internet-website-client-server-assisted system according to Claim 26, wherein such computer processor and communications means for requesting payment from such at least one credit card account on behalf of such at least one customer comprises computer processor and communications means for requesting such at least one payment from such at least one credit card account on behalf of such at least one customer at completion of on-location electronics troubleshooting services by such at least one technician.
- 29) The Internet website client-server computer system according to Claim 23, wherein such computer interface and storage means for receiving requests relating to such on-location

electronics troubleshooting services from such at least one customer further comprises:

- a) computer interface means for inputting login identification information by such at least one customer;
- b) computer processing means for validating login identification information from such at least one customer;
- c) computer interface means for receiving confirmation of accuracy of such customer information;
- d) computer interface and storage means for receiving contact information relating to such current at least one on-location electronics troubleshooting request; and
- e) computer interface and storage means for receiving at least one problem description relating to such current at least one on-location electronics troubleshooting request by such at least one customer.

30) The Internet website client-server computer system according to Claim 23, further comprising:

- a) computer interface and storage means for receiving at least one work shift start request from such at least one technician;

- b) computer interface means for presenting confirmation of start of work shift to such at least one technician;
  - c) computer interface and storage means for receiving at least one end of work shift request from such at least one technician;
  - d) computer interface means for presenting confirmation of end of work shift to such at least one technician;
  - e) computer interface means for presenting planned shift scheduling to such at least one technician;
  - f) computer interface and processor means for presenting text reports; and
  - g) computer interface and processor means for presenting graphical reports.
- 31) The Internet website client-server computer system according to Claim 23, wherein such computer interface and storage means for recording on-location electronics troubleshooting service information further comprises:
- a) computer interface and storage means for receiving start time of such on-location electronics troubleshooting service from such selected at least one technician;
  - b) computer interface and storage means for receiving end time of such on-location electronics troubleshooting services from such selected at least one technician;

- c) computer interface and storage means for receiving indication of any need relating to repair service from such selected at least one technician;
  - d) computer interface and storage means for receiving indication of selected type of such repair service from such selected at least one technician;
  - e) computer processor means for selecting such at least one repair service of such selected type of repair service;
  - f) communications device means for notifying such selected at least one repair service to contact such at least one customer; and
  - g) computer interface and storage means for receiving customer satisfaction evaluation.
- 32) At least one network-client-server-assisted system, relating to assisting providing services to at least one customer, comprising the steps of:
- a) maintaining a database on such at least one network-client-server-assisted system of customer-assistance information relating to such at least one customer;
  - b) receiving, on such at least one network-client-server-assisted system, requests relating to such services from such at least one customer; and

- c) notifying automatically, using such at least one network-client-server-assisted system, at least one service provider to provide such services requested by such at least one customer.